**SOP 13 – Animal Attack or Dangerous Animal Incident** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If someone is bitten, scratched, or injured by an animal, call 911 immediately.
2. Do not attempt to capture or handle the animal unless you are trained and it is absolutely safe to do so.
3. If the animal is loose and aggressive, warn nearby guests to stay inside and notify the General Manager or on-site lead.
4. Secure the area by:  
   * Keeping guests away
   * Blocking access to the animal’s path
   * Using vehicles or barriers if needed
5. If the animal is a guest’s pet:  
   * Get the site number, pet description, and owner’s name
   * Ask the owner to immediately leash, cage, or remove the animal from public areas
   * Do not return the animal to the owner until cleared by management if there was an injury
6. Document all details in an Incident Report:  
   * Type of animal
   * Description of incident
   * Names and contact info of those involved
   * Witnesses and photos (if safe)
7. For wildlife (e.g., raccoons, snakes, coyotes):  
   * Do not attempt to relocate or kill the animal
   * Notify local animal control or police if the animal poses a public threat
8. Park management will determine if a pet ban, removal, or report to local authorities is necessary.